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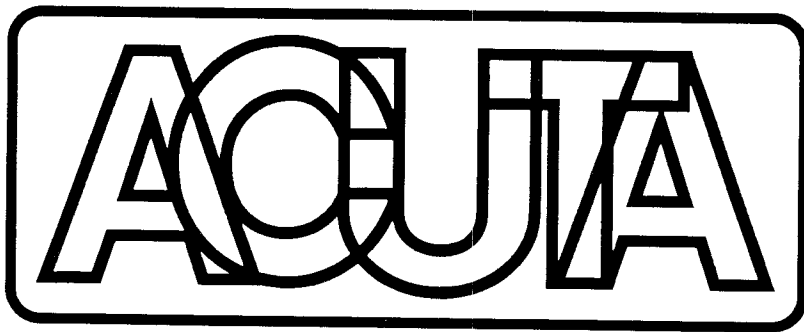
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In this Issue . . .

- WMU gets 'complete' cable, 2
- President's message, 3
- Profiles of new staff members, 4
- Orlando update, 5, 7
- Election preview, 10
- Bulletin Board, 12

NEWS

Association of College & University Telecommunications Administrators Inc.
THE VOICE OF TELECOMMUNICATIONS IN HIGHER EDUCATION

June 1990

Vendor Liaison panel formed

ACUTA's newly formed Vendor Liaison Committee will hold its first formal session at the Annual Conference in Orlando, Fla., in July.

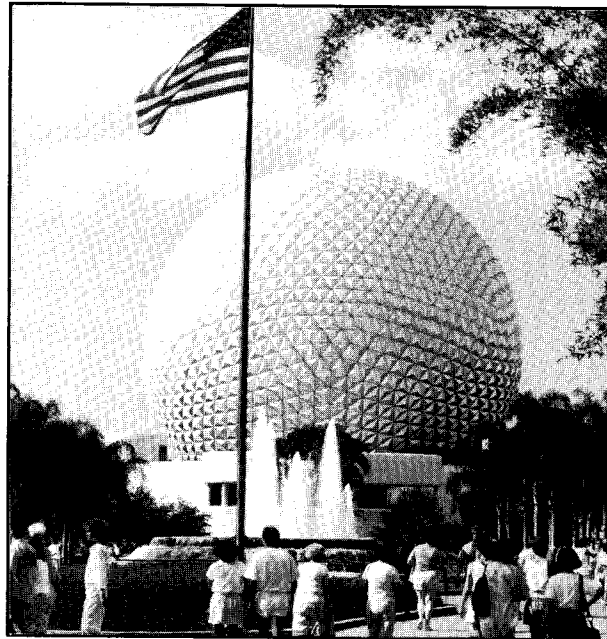
The panel was created to provide a formal and structured means for representatives of the vendor community and ACUTA members to explore ideas that will increase the effectiveness of exhibits and sponsorships at ACUTA events, according to ACUTA President Michael Grunder.

"This will be in the mutual interests of attendees from member institutions as well as participating corporations," he explained.

"The committee will be ad hoc for two years to test its usefulness. This panel will not decide policy and will

not study or recommend any type of fee structures," the President pointed out.

(Please turn to page 6)



Spaceship Earth, a 187-foot tall geodesic sphere at Walt Disney World, site of the 1990 ACUTA Annual Conference, July 15-19, houses a ride-through adventure tracing the history of human communication. For more conference information, please see story on page 5.

Voice response speeds registration for 34,000 students at Long Beach

Mary Ann Dase
*California State, Long Beach
Region 8*

Voice Response Registration (VRR) was first used at California State University, Long Beach (CSULB), in July 1988, to register new students participating in summer orientation. With the success of that initial trial, the system was expanded to become the primary method for registering the 34,000 students in CSULB's 100 programs.

The VRR system, which now has replaced all other forms of student-initiated registration, employs Information Associates software designed for Perception Technology hardware. The current configuration includes two 32-port COCOM 1 systems and one 32-port VOCOM 30 connected to an IBM 3090-180.

Students are assigned an initial access date and two scheduled call-back dates. During the initial phase of registration, the system is available 7 a.m. to 7 p.m. Monday through Saturday.

Spreading out the call load is important. As class sections fill up, the length of each call increases because fewer choices are available. The call load

(Please turn to page 8)

Voice Mail trial demonstrates success

By Paul Borzo
*University of Chicago
Region 5*

Voice Mail made its first appearance at the University of Chicago, in a pilot installation at the Medical Center. Approximately 60 Medical Information System (MCIS) staff now have

their own "mailboxes," which take messages if they are not available.

The university's Voice Mail is a sophisticated message-management system with flexibility far beyond the capabilities of an answering machine. You can store messages for later reply,

(Please turn to page 9)

W. Michigan installs 'complete' cable system

By Gertrude Peterson
Western Michigan University
Region 5

A "most complete" cable television system goes on line in Western Michigan University residence halls and apartments on Sept. 1. Known as Edu-CABLE, the 43-channel system will provide all local commercial and public television stations, a blend of entertainment channels, several educational channels and exclusive campus channels.

The cable system - owned and operated by WMU - will be free for residents of on-campus residence halls and student apartments. As part of the package, it also will provide 20 radio stations, with the purchase of an inexpensive signal splitter kit.

The new system, which has a capacity for 60 channels, will provide better reception of broadcast television to the students. The steel construction

of residence halls made it difficult for them to receive signals clearly through conventional broadcast means.

University officials are sensitive to accusations that many students will become "couch potatoes" when given 43 channels to view. That's one reason why most of the channels emphasize education and instruction while providing some entertainment services as well. The system will combine broadcast signal improvement while enriching the academic environment and increasing the use of the television to teach.

The groundwork for the new system began in 1987 when the university started installing its new telephone system. While installing cable for that system, the lines for a cable television system also were put in. A data network, allowing these same students to plug in their terminals and microcomputers to communicate with the campus mainframes, is being installed.

About 6,500 students in 3,500 residence hall rooms and 600 apartments will be eligible to receive the new cable TV-radio system.

To make the system simple to use and available to everyone, no converters will be needed to get the cable channels. Students can get the service simply by plugging in their sets. No premium channels, such as Home Box Office and Showtime, will be offered.

Students with cable-ready TV sets will be able to receive all services on channels 2 through 46, while those with older sets will receive only the first tier of services on channels 2 through 13. The first-tier channels are packed with a variety of selections for the student without the newer TVs.

Among the channels will be the three major networks, MTV, Cable News Network, WGN Chicago, The Learning Channel, Black Entertainment Television, PBS and a WMU student channel in which trained students can use equipment borrowed from the university to produce shows. The system also will include a WMU electronic bulletin board channel that will list various campus events and deadlines. The new system also has a heavy international accent, which should please the more than 1,000 international students at WMU, most of them living on campus.

Among the international channels are International Television Network (ITN), SCOLA, providing newscasts from more than 13 nations; TCTV, a French language channel from Canada; TV-5 French network from France and Uni-Vision Spanish international network as well as Bravo, which carries foreign films. The

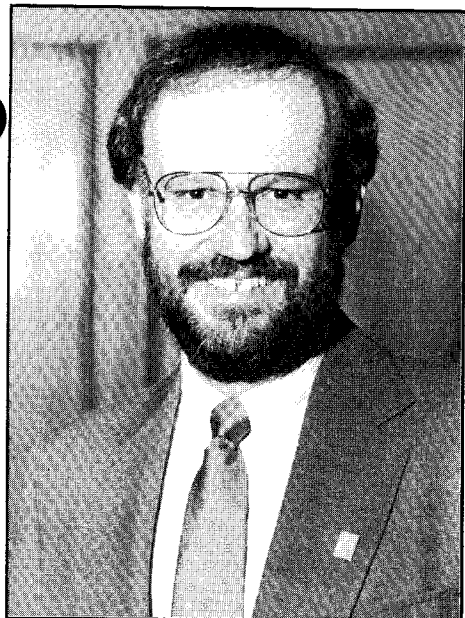
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Association of College and University Telecommunications Administrators - ACUTA NEWS, Volume 19, No. 6

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MESSAGE FROM THE PRESIDENT

Mike Grunder,
Yale University

I want to welcome all of our new ACUTA members who have joined in the last 10 months. One of our big efforts this year has been a membership drive spearheaded by Membership Director Bonnie Johnson of the University of Kentucky. With the active assistance of the eight Regional Directors and an international network of state and province coordinators, ACUTA has amassed a data base of over 1,500 college and university telecommunications professionals not currently members. Personal solicitations have gone to each with good results to date. By year's end, we should have approximately 200 new members in the association.

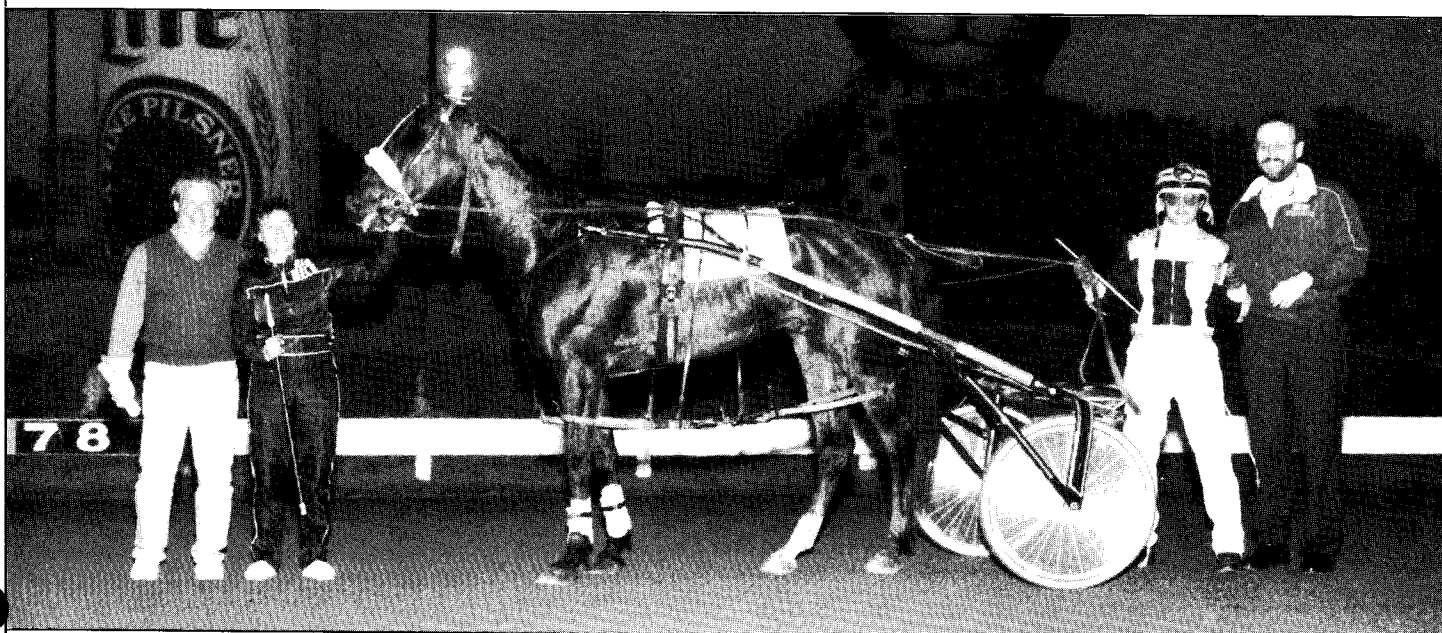
A few weeks ago the Executive Committee (ACUTA's Officers: the President, Executive VP, VP, Treasurer, Secretary and Past President) met at our Headquarters Office in Lexington, Ky., for a two-day planning session. Our usual procedure is to meet prior to and during ACUTA Seminars and the Annual Conference. These meetings are supplemented with

monthly conference calls. As ACUTA has grown, it has become more and more difficult to focus on critical issues with the many distractions associated with an ACUTA event. Additionally, this was the first in-person visit for some of us to the office since its creation about a year and a half ago.

The office itself is quite impressive, very professional and attractive on the 18th floor of the Lexington Financial Center. (Such a view I should have from my office!) If ever you are in Lexington, you should call and stop by for a tour.

The vast majority of our discussions focused on long-range planning and included detailed discussions of programming issues, finance and fee structures, organizational issues, member services and their distribution, publications development, relations with sister organizations and office space. (Yes, we are already beginning to feel pressed for more space!) It was hard work but extremely interesting, and I believe the future will show that

(Please turn to page 7)



ACUTA President Mike Grunder (far right) poses with Bret Shultz, driver of Winner Ore, winner of the ACUTA Pace at the Red Mile in Lexington, Ky. The Red Mile, the world's fastest harness racing track, named a May 11 race the ACUTA Pace in honor of the ACUTA

executive committee which met in Lexington on May 11 and 12. After a day-long business meeting in the heart of the Bluegrass horse country, members of the committee enjoyed an evening at the track.



Lisa McLemore



Bill Robinson



Eleanor Smith

New editor hired; McLemore promoted

Business manager joins ACUTA office staff

Two new members joined the ACUTA staff this spring and another staffer has received a promotion. The international administrative office in Lexington, Ky., now has a staff of five.

Eleanor Smith of Versailles, Ky., is the first full-time business manager for ACUTA. She is responsible for the association's bookkeeping as well as accounts payable and receivable.

Smith, who joined ACUTA in April, has had a wide range of professional experience. She has been business manager for two law firms, administrative assistant for a hospital development office, owner/operator of a retail business and was a self-employed bookkeeper and income tax preparer, serving small businesses and individuals, for 12 years. For the past two years she was Financial Manager for the Kentucky Library Network for which she set up a computer accounting system.

Her career also has included work as fund raiser and public relations specialist for a non-profit organization and as a specialist for a public relations firm.

The Sullivan College of Business graduate also attended the University of Kentucky. Smith lives on a Bluegrass farm in Woodford County, adjacent to Lexington, where her husband, Henry, raises quarter horses. She has a son and a daughter.

Bill Robinson joined ACUTA in May as Publications Editor. Previously, he was Director of Publications at Berea College, where he was introduced to desktop publishing on the Macintosh not long


after the release of Aldus PageMaker software five years ago. His duties at Berea included editing the alumni magazine and development newsletters as well as supervising student photographers.

Before joining higher education, Robinson worked six years as managing editor of a small daily newspaper in Richmond, Ky. The University of Tennessee graduate began his journalism career with weekly newspapers in Tennessee.

His involvement in civic work includes serving on the Madison County (Ky.) Library Board. He and his wife, Elizabeth, have a daughter and are expecting a second child in November.

Lisa McLemore, who has been staff assistant since May 1989, is now Membership Services Coordinator. She will continue to be the person who most frequently speaks or corresponds with ACUTA members. McLemore is responsible for membership development and services as well as event registrations. She also responds to office inquiries and handles general correspondence.

The Louisville, Ky., native was graduated from Transylvania University, where she majored in English with minors in political science and women's studies.

Before joining ACUTA, McLemore coordinated special events for the Kentucky Commission on Women, assisted with a national conference sponsored by the Council of State Governments and was assistant director of the Kentucky Agriculture Development Foundation. 

At Annual Conference in Orlando

Six ACUTA members to make presentations

In addition to the professional and technical experts who will be speaking as guests at the Annual Conference in Orlando, six ACUTA members also will make formal presentations of interest to their colleagues.

ACUTA is making a special effort this year to highlight these sessions designed for members to present specialized solutions or personal experiences in higher education.

Tuesday, July 17

Telecommunications Planning: A Star is Born *Ruben Lopez, University of Miami (Fla.)*

Recognizing the need for universality in exchanging information across "islands of information," the University of Miami initiated an operational review leading to the development of a strategic plan.

The review focused on day-to-day work order process, inventory control and current backlog status. It also evaluated voice/data service quality, growth potential, user interviews, vendor relationships, technical obsolescence and networks.

The analysis led to development of a telecommunications strategic plan – based on operational review – that addressed integrating goals and objectives of information resources with those of the university for the next five years.

This presentation will discuss the telecommunications strategic plan development and its proposed implementation methodology, including the role of information resources.

High Tech with the Personal Touch *James Cross, Longwood College (Farmville, Va.)*

For many small colleges, the challenge of the 1990s is simply to survive. Tight budgets, limited resources and stiff competition for the better students are not going away.

While the importance of technology in business, industry and science has grown

dramatically in recent years, relatively little progress has been made in bringing it to center stage in the small college.

Longwood College uses telecommunications facilities to process, store and distribute electronic information to its faculty, staff and 3,000 students as well as the public.

This presentation will highlight:

- Longwood's strategic plan
- Technology strategy, manifesto and planning process
- Network architecture
- Telemanagement system
- Key challenges, pitfalls and disappointments
- Next steps and future plans

And the presentation will explain how Longwood has managed not to lose the personal touch while employing what experts have described as one of the finest communications systems available.

Wednesday, July 18

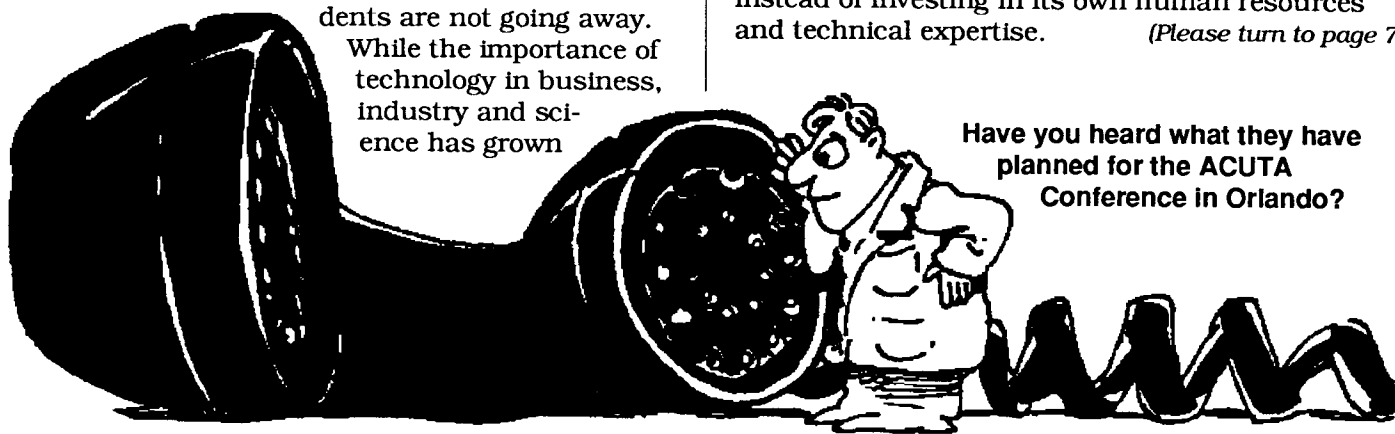
Why Outsourcing is the Wrong Solution for Higher Education

E. Michael Staman, West Chester (Pa.) University

In his May 1990 *Edutech Report* article, Michael Staman contended that recent decisions on the part of several corporations to establish contracts with "computer facilities management" firms; government sector trends toward "privatization," and all of the publicity surrounding "outsourcing" have combined to send incorrect signals to higher education management. These signals suggest that if government and private sector organizations are contracting with facilities management (FM) firms, then college and universities should do so too.

The author of that article uses this session to examine all of the issues and to question why a college or university would choose the FM solution instead of investing in its own human resources and technical expertise.

(Please turn to page 7)



Have you heard what they have planned for the ACUTA Conference in Orlando?

ACUTA forms Vendor Liaison Committee

(Continued from page 1)

The ACUTA Vice President and Executive Vice President, along with the Staff and Events Coordinator, will be regular members of the liaison group. One Regional Director also will be appointed.

The Executive VP will chair the panel, except for its first year. Current Vice President Paula Loendorf will be Vendor Liaison Chair both this year and next year.

The Executive Director will be an ex officio member. Six corporate members will be appointed by the President and Chair with consultation from the Administrative Director. All must be corporate affiliates of ACUTA.

The President may make changes in the composition of the committee in accordance with the Association's By-laws.

No ACUTA travel funds or general funds will be budgeted for the panel. Minimal costs for routine expenses such as postage and duplication will be absorbed by the administrative office or charged to event expenses. The ACUTA office staff will be re-

sponsible for all logistical support at conference and seminar sites. No vendors will be reimbursed for any expenses related to this committee.

The Vendor Liaison group will meet at least once each year, during the Annual Conference. Additional meetings may be called, at the discretion of the Chair, concurrent with ACUTA seminars. Routine correspondence and telephone calls will supplement meetings as necessary.

Meeting agendas will be set by the Chair in consultation with the Administrative Director and input from the vendor delegation. Agendas will be announced 30 days prior to meetings.

The Chair will submit written reports, with any recommendations, to the Board of Directors within 30 days after committee meetings. Additional reports and recommendations may be submitted at the discretion of the Chair.

Corporate affiliates may request, in writing, consideration for membership on the committee. Requests should be addressed to: Executive Director, ACUTA, 1810 Lexington Financial Center, Lexington, Ky. 40507. ☞

'Complete' cable

(Continue from page 2)

system also will carry the four Kalamazoo Community Access Center television channels and two audio channels that will provide foreign news in English and the BBC World Service.

The system also can be used to communicate via satellite and share classes on television with WMU's regional centers in Grand Rapids, Muskegon,

Benton Harbor, Battle Creek and other locations.

Even though residents will not be billed for the cable service, a small portion of the university's room and apartment rental rates will be used to pay for operation and programming costs. In the future, the university also might sell commercial time on the system to help pay costs.

According to Garry Vanderploeg, WMU Telecommunications Director, the cost of the entire telecommunications

project, including the EduCable system, is \$10 million. The video component - which has 37,000 feet, or about seven miles of cable throughout the campus - is costing about \$1.9 million.

To help pick up all these signals, the university recently awarded a contract to construct an "antenna farm" on its East Campus. It will include a building and twelve pads for the installation of reception "dishes," of which about eight will be used initially. ☞

Pay phone lets caller leave message for call back

Intellicall Inc., a Dallas maker of pay phones, has developed a pay phone that lets callers leave messages for people they can't reach or whose phones are busy.

The company estimates that up to 40 percent of all calls from pay phones are never completed because no one is there to answer or because of busy lines.

After the phone detects a busy line or no answer, it asks the caller to record a message up to 30 seconds long. For an extra 50 cents, the phone will

call the party every 15 minutes for up to four hours until the message is delivered. When the message finally reaches the called party, a computerized voice announces: "You have an important message from (caller's name)," and the message is played.

Intellicall says initial tests of the phone service, which will be available to 35,000 Intellicall pay phones by the end of the year, show that about 70 percent of all messages left by callers are delivered within four hours. ☞

Three speakers added to Orlando program

Information previously not available about three sessions of the Annual ACUTA Conference in Orlando, Fla., July 15-19, can be announced.

Hal Spurney, Director of Marketing for Fibronics International of Hyannis, Mass., will speak on *Fiber Distributed Data Interface (FDDI)*, the standard for high-speed fiber optic communications network utilizing dual counter-rotating rings. The session, 2:30 to 4 p.m. on Wednesday, will be repeated, 10:45 a.m. to 12 noon Thursday.

Curtis L. Jacobson, President, CC&I Engineering, of Sun Prairie Wis., will speak on *Distance Learning and Interactive Video Networks: Planning Design and Implementation*. His first presentation will take place from 8 to 9:15 a.m. on Thursday with a repeat from 10:45 a.m. to 12 noon that day.

Ronald F. Bosco, President of Federal Engineer-

ing Inc., Fairfax, Va., will speak on *Cellular Radio and Paging* from 8 to 9:15 a.m. on Thursday with a repeat from 10:45 a.m. to 12 noon.

The '90s will bring in significant technological advances to a telecommunications medium which already has proven its worth in the campus environment. This session will explore existing and new applications for cellular radio and paging.

Cellular radio applications will include: wire line alternatives for remote applications, public safety and security, disaster recovery, data communications for special projects, telemetry and research.

Paging applications will include: leased vs. privately-owned local paging systems, nationwide paging and international paging.

The session also will include a look at the potential of next generation digital cellular technology. ☺

Presentations

(Continued from page 4)

Computer Aided Design Approach to Telecommunications Management

Richard H. Stock, Virginia Tech

This is a case-study oriented presentation drawing on the presenter's recent experience at Virginia Tech in developing a micro-computer CAD-based management system to support the design, installation and operations of a major PBX telecommunications system. In addition to a visual description of how the system works, the presentation will include a project history as well as the rationale and strategy for developing it. Project results and future direction also are discussed.

The presentation will be management-oriented, designed to describe what was done and why, with particular emphasis on potential economic benefits and productivity enhancements associated with implementing such a system. Concepts and techniques will be presented in a non-technical manner.

President's Message

(Continued from page 3)

our efforts were well spent.

On the lighter side of things, we spent one evening at the Red Mile harness racing track. The fourth race was the "ACUTA Pace" (no kiddin') and was won by "Torg Guard." (Anyone know what a Torg is?) Oh, yes. I also should mention that our Treasurer, Coley Burton, kept a firm grip on the ACUTA finances while we were there. (He also made but *one* solitary bet the whole evening and came away \$86 richer! No wonder he's the Treasurer.) ☺

Thursday, July 19

Video Networks: Nuts and Bolts

Coleman Burton, University of Missouri

The University of Missouri has implemented a digital communications network that supports voice, data and video communications between its four campuses. When the hard-core work of the network is supporting voice and data, the glamor application is the two-way interactive video.

This presentation will cover the implementation and application of the video portion of the network. The discussion will include operational characteristics of the video codecs, interfacing the codecs to the network, on-campus video transport and video classroom layout. Uses of the video network will be discussed and probably some war stories of how not to go about certain things.

Implementation of Campus Backbone Network

Janice Bundy, UCLA

The design, installation and operation of a campus backbone data network involves the coordinated efforts of vendors, users, facilities planners and other in-house resources.

The "sales" presentation to upper management is equally important and must be made in administrative and technical terms which they can comprehend. A prerequisite of the entire process is a thorough knowledge of the campus infrastructure, any facilities constraints - such as physical space - and potential problems such as asbestos.

This presentation will focus on these issues, which are relevant to schools, colleges and universities of all sizes. ☺

Voice response speeds registration for 34,000 students

(Continued from page 1)

increases as students attempting to come into the system hit the "redial" button continuously. To accommodate the longer times, the number of students authorized to access the system decreases as the registration period progresses.

After decisions have been made locally about the schedule of VRR availability, the VRR system is connected to the public network. Two ways of connecting telephone lines to the VRR equipment include direct local phone lines and through the PBX system.

If the local phone lines are connected directly to VRR, the phone company monitors service on the lines. The PBX is not involved, and the trunks to the PBX are not affected. The VRR unit can be connected to

No problems with traffic have been identified during any registration periods.

PBX lines, and then Telecommunications coordinates DID numbers with the phone company. Gapping should occur on those DIDs only. Traffic is directed to the VRR system by the PBX through the use of hunt group numbers.

The VRR system at CSULB is directly connected to the Ericsson MD110 switch. No problems with traffic on the system have been identified during any of the registration periods. A problem occurred when the computer to which the VRR system is connected went down; students flooded the registration information telephone number.

Our local telephone company immediately noted the problem and notified the CSULB Telecommunications Office that

appropriate controls had been placed on the registration number. With direct communications between GTE and campus, the problem was addressed immediately.

Network management controls on every Central Office switch in the public network system depend upon people in the office monitoring real time as opposed to mechanized processes. The controls are done manually and need to be checked by Network Management regularly during the registration period.

Coordination with Network Management is important to protect the public network system and to provide service to the students. A meeting to discuss VRR scheduling and projected call volume should occur at least two months before the initial registration dates. Without coordination, interruption of service to the area could result, and could even cause problems for the local 911 service.

The kind of LATA you are in makes a big difference. If there are traffic problems at the end office, it spreads to other Central Offices. Not only does the local CO need to be notified but any other COs in the network which might be affected.

Long Beach is in a large metropolitan area serviced by two telephone companies, GTE and PAC-Bell. To protect the telephone network for everyone, calls coming into specific numbers are gapped. Gapping of calls is done evenly across the network, so that all phone areas have equal access to the ports. Campus personnel must monitor the VRR system so that gapping does not restrict the flow of calls too severely. Ports on the registration equipment should be fully utilized. High density areas are going to be affected more adversely by

gapping. The system tries to be objective throughout the county.

Other businesses and agencies in the area can cause the network to be busy at certain times, such as golf courses where people have to call in at specific times to obtain start times, or radio stations which have promotions requiring listeners to call in. Coordinating the registration period is not always possible, because off-campus events may not occur regularly each registration period.

It is important for the school to know from where students might be calling.

In Long Beach, the busiest hours are 10-11 a.m. and 1-2 p.m. If the system does not run 24 hours a day, the first available time should be early, such as 6 a.m. Network Management can help to determine the best schedule which does not interfere with specific needs by other customers.

Certain days should be avoided such as holidays and the first workday following a holiday. The University of Arizona's telecommunications director suggests beginning on a weekend, such as a Saturday, to avoid problems with high weekday usage.

The originating call location is important. Some outlying areas may be able to gain access easier than the local dialing area. Users should be aware of this. At CSULB, many of the students live within one CO area, which causes them to compete with each other. Students in outlying areas will come in on a different network or across long-distance lines.

At residential schools, the stu-

(Please turn to page 9)

Would you like to offer a comment about an article in the ACUTA News, or express an opinion about issues facing telecommunications administrators in higher education. Write a letter to editor! ACUTA encourages member contributions to its monthly newsletter. Articles recounting your experience with new technology or discoveries of helpful applications also are welcomed. Send material by the 15th of the month prior to publication to: ACUTA News, 1810 Lexington Financial Center, Lexington, KY 40507-1714; Fax (606) 257-5673.



Voice Mail Applications

Chicago med center trial is success

(Continued from page 1)

forward a message to another number, check to make sure your message was heard, have various "outgoing" messages to greet your callers, find a mailbox by inputting the person's name, or even replay your messages at a faster or slower speed. And all this can be done from any touch-tone phone in the world!

Callers can specify the priority of a message they're leaving, so that urgent messages get quicker attention. The system is also capable of creating "forms" which ask callers specific questions and then relay the answers to the appropriate person.

Callers are able to leave a detailed and completely confidential message of any length for the receiver. Password protection insures that only the mailbox "owner" can access the messages. Messages will play back only if you enter your (5-15 digit) password – not even the system manager can access your messages.

A mailbox is actually an "address" in a computer which is transparently accessed by telephone. The computer is programmed to record digitized audio information and manage its distribution in a variety of ways.

Voice Mail – also called voice messaging – is advantageous to both the calling party and the receiver since either party can leave detailed messages or instructions, eliminating the "telephone tag" which often results from standard message taking. When the person receiving your message calls back, he or she will be prepared to discuss your topic more

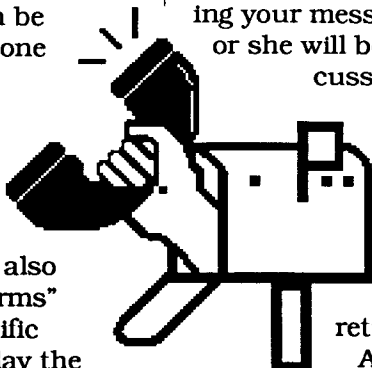
fully because the detailed message facilitated the preparation of information for a more effective

return call.

Another advantage: the system operates

24 hours a day – you can leave a message or retrieve your own at virtually any time. You can even "broadcast" a message in your own voice to a number of people and at a predetermined time. A caller can listen to a message after it's recorded, and accept it as is or erase and record a new one.

The university's Department of Telecommunications and the vendor conducted MCIS staff training during November, and the Voice Mail system is now successfully at work. Plans call for Voice Mail to be made available to the entire university community during fiscal year 1990-91. ☺



Registration aided by voice response

(Continued from page 8)

dents may be out of the local dialing area, especially if VRR is during summer or break periods. The VRR system at San Luis Obispo was used for the first time during summer term. Only adds and drops were allowed on students who had registered for Fall Semester during an earlier computer registration. Campus coordinated with local telephone company, but the long distance carrier who had not been included in the planning process had to gap calls from outside of the area. It is important for the school to know from where students might be calling and to communicate that information to the local telephone company.

Names of contact people for the campus and for the local phone company are needed. The campus person should have a specific number, other than the general problem report number, to call if there are problems. The major goal is to keep all of the ports on the VRR busy during appropriate times and yet protect the communications networks from overloads. Coordinating this becomes a routine procedure, and it is easier if the players remain the same.

Even after the system has been successful, it is still important to maintain contact with the local phone company. People can leave on both sides, and understandings can be lost or misinterpreted. Follow-up, both in writing and in person, is important. Planning is the key to a successful implementation of VRR. ☺

Share your innovative ideas for voice mail applications with your colleagues. Send suggestions to Bill Robinson, Publications Editor, ACUTA, Financial Center 1810, 250 W. Main, Lexington, Ky. 40507. Fax: (606) 252-5673. BITNET: ACUTA@UKCC.



Changes in ACUTA's articles of incorporation will be submitted to the membership for approval at the annual business meeting July 18 in Orlando, Fla. Copies of the proposed changes were inserted in June and May issues of the ACUTA News. Copies of the revised ACUTA bylaws, unanimously approved by the board of directors in April may be obtained by submitting a request to: ACUTA Headquarters, 1810 Financial Center, Lexington, Ky. 40507.

Vice President, Secretary and Treasurer

Election of officers set for July 18 in Orlando

Kia Malott, Director
Nominating Committee

During the 1990 Annual Conference in Orlando, all designated individuals representing a member institution with dues currently paid shall be eligible to vote on a slate of officers to serve as the Board of Directors of ACUTA for the coming year.

There will be three "automatic" changes of responsibilities, as provided in the ACUTA Bylaws, and three elections.

AUTOMATIC

Michael Grunder, Yale University, the incumbent President will become the Immediate Past President and will assume all the duties and responsibilities of that office.

F. William Orrick, Washington University in St. Louis, the incumbent Executive Vice President, will become President, assuming all duties and responsibilities associated with chairing the ACUTA Board of Directors.

Paula Loendorf, University of North Dakota, the incumbent Vice President, will assume the office and duties of Executive Vice President.

SUBJECT TO BALLOT

Vice President - to be elected from a slate of nominees assembled by the Nominating Committee and finalized with any nominations that may be received prior to the Orlando Business Meeting.

Secretary - The incumbent Secretary, Patricia Searles, Cornell University, can, according to ACUTA Bylaws, be elected to a second year in office. The second year is not mandatory and, there-

fore, Pat could run for election to another vacant office, if she desires.

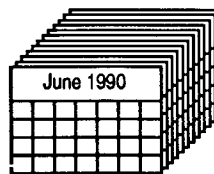
Treasurer - Coleman Burton, University of Missouri, is in his second year as Treasurer and ACUTA Bylaws allow a maximum of two consecutive years for that office. Accordingly, a new treasurer will be elected from a slate of nominees assembled by the Nominating Committee and finalized with any nominations received prior to the Orlando business meeting.

NOMINATIONS

All ACUTA members may submit nominations for the offices of Vice President, Secretary and Treasurer. Before placing a name in nomination, however, please be reasonably sure that the person you are nominating is willing to accept the responsibilities that accompany the office. The individual should be aware of the considerable commitment, particularly in terms of the time required to carry out the responsibilities of the office. The individual's institution also should support such a commitment. Upon receipt of each nomination, I will contact the nominee personally in this regard to confirm the nominator's findings. All nominations must be received by July 1, 1990, so that the nominating committee can confirm the nominees' commitment to serve. Because there will not be enough time to confirm a nominee's commitment to a responsibility, nominations cannot be accepted from the floor at the business meeting.

Please send all nominations to:
Kia D. Malott, Chair,
Nominating Committee
SIU-Carbondale,
Telephone Service,
Student Center, Room 219-A
Carbondale, Ill. 62901
FAX: (618) 453-3000

ACUTA Calendar



• **Fall Seminar** •
Portland, Ore.
Oct. 14-17, 1990

HOTEL: Red Lion Inn Lloyd Center

TOPIC: Case Studies of Telecommunications Management Information Systems presented by ACUTA members

• **Winter Seminar** •
Ft. Lauderdale, Fla.
Jan. 13-16, 1991

HOTEL: Bahia Mar Resort

TOPIC: Voice messaging and Voice Response

• **Spring Seminar** •
Honolulu, Hawaii
April 5-9, 1991

HOTEL: Hyatt Regency Waikiki

TOPIC: Strategic Telecom Applications in Higher Education

• **Summer Conference** •
St. Louis, Mo.
July 7-12, 1991

HOTEL: Adams Mark Hotel

TOPIC: Management, Regulatory Issues, Professional Growth, Voice, Data and Video



*Del Combs,
Executive
Director*

The ACUTA staff was pleased to play host last month for our organization officers when the Executive Committee held its first meeting in Lexington.

For several officers, this was their first visit to our office, now in its second year of operation. With the staff nearby to take care of logistics, the committee was able to devote more time and attention to business.

Committee members also got to observe the work being done in the office and hear about preparations for our Annual Conference in Orlando, Fla., July 15-19.

The office staff has grown to five people and taken over many administrative functions once performed by volunteers. Still, the responsibilities of our board members, all of whom are volunteers, require a serious commitment of time and energy. As demanding as a telecommunications job in higher education is, the work done by these volunteers is remarkable. In ACUTA's early days, board members performed all of the work of running the organization and serving members. Today, we are an international organization with well over 1,000 members. As activities and services have expanded, the staff has had to grow to provide good service without making unreasonable demands upon our elected leaders.

I am pleased to announce a new title and expanded responsibilities for one of our staff members. Former Staff Assis-

tant Lisa McLemore is now Membership Services Coordinator. Lisa has done a first-rate, professional job for ACUTA, and our members all will benefit from her efforts in this new capacity.

With the announcements that two of our regional directors are leaving the ACUTA ranks, I want to thank them again for all they have done for our organization and as well as our profession. Donna Powell of Region 8, who is leaving higher education Aug. 1, has been extremely active in promoting ACUTA workshops and boosting membership. We wish her well in her new endeavors. Don Hoover of Region 2 also recently stepped down as a regional director. Don was one of the first directors to organize regional meetings for members. He has been behind numerous activities in the Mid Atlantic area and deserves much credit for the upsurge in interest and membership support there.

ICA Show

In late May, I was able to spend three days at the ICA (International Communications Association) show in New Orleans. My purpose in attending was to make contact and establish rapport with as many corporate representatives as possible. Many of the people I talked with were from industries that have participated in past ACUTA events. A number of others showed interest in future sponsorships and exhibits.

Corporate Affiliation

The response of industry to our new Corporate Affiliation Program has been quite encouraging. A number of the people I talked with at the ICA show expressed interest in becoming affiliates. Since the program was announced one month ago, we have signed up 24 corporate affiliates. New inquiries and requests for applications are coming in every week.

Vendor Liaison Committee

Our new Vendor Liaison Committee, announced in this issue of the ACUTA News, should help build stronger ties and facilitate better exchange of information between our institutional members and industry. In the future, our institutional members should reap many benefits from this increase of interest by industry in ACUTA.

What's a mackinaw?

We were surprised to discover that many of you, especially our friends from the cold North, did not know what a mackinaw is. For your information, that is a common name for a large, bulky overcoat. According to the dictionary, the name was first applied to the make-shift coats fashioned by American Indians from blankets distributed to them by the U.S. Army during bitterly cold winters in the late 19th century. (See what you can learn by reading ACUTA News!)

More to the point, you won't be needing any of those for our Tropical Heat Wave banquet in Orlando on the evening of July 18. So be sure to include all of your elegant beach wear when you pack, e.g. flowered shirts, grass skirts, straw hats, cutoff blue jeans, teeney weeney Bikinis and Speedo swim trunks. White linen Palm Beach suits and Panama hats, a la Bogart, as well as Hawaiian muumuus also are acceptable. Beach thongs will be okay, if you can dance in thongs.

Regardless, everyone one is certain to have a good time with the Zanadu floor show that will run throughout the evening. Be ready to get up and dance when your favorite celebrity taps you on the shoulder. This is an interactive event, so all of you couch potatoes be forewarned.

If you had a ball in San Diego, you may have a heat stroke in Orlando. ☺



The early-registration deadline for the ACUTA Summer Conference passed on June 15, but registrations are still welcomed. The fee for ACUTA members is \$450 and \$525 for non-members. Registration forms and fees should be sent to ACUTA, 1810 Lexington Financial Center, Lexington, KY 40507-1714. Lodging accommodations should be made directly with the Buena Vista Palace of Walt Disney World. For more information, please call (800) 327-2990. In Florida call, (800) 432-2920. Remember, Delta Airlines is offering discounts for ACUTA conferees who use this identification code: JO-249. Alamo Rent A Car also is extending a discount to ACUTA. The identification number is 61282, plan code G4.

ACUTA WELCOMES NEW MEMBERS

We welcome the following new members who joined ACUTA between April 3 and May 10. ACUTA membership now stands at 1,063.

REGION 1

James J. Malone, Connecticut State University
Jeanne K. Spinosa, Salve Regina College

REGION 2

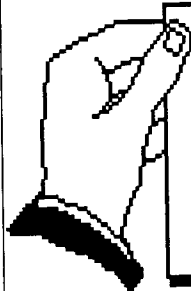
Deborah J. McBee, Villa Julie College

REGION 3

Mike Bethurem, Berea College
Rick B. Clark, Lindsey Wilson College
Dr. Donald J. Clemens, Paducah Community College
Robert E. Cloud II, Auburn University
Norris E. Duncan, Centre College
John R. Thompson, Univ. of Tennessee-Knoxville
Charlene Wray, Northern Kentucky University

REGION 4

Randal R. Collett, United Telephone Company
Colin C. Gage, University of Missouri-Kansas City
Gene Lake, Emporia State University
Leta C. Rolan, West Texas State University
Kim Shackelford, Central Missouri State University



ACUTA BULLETIN BOARD

REGION 5

Joan Austin, Jackson (Mich.) Community College
Judy Chiodo, Madonna College
Wanda Eby, Lake Superior State University
Joel L. Hoitenga, Baker College
Mimi Koler, Baldwin-Wallace College
Greg Maybury, Hope College
Kevin L. Northrup, Parkland College
James J. Sossi, University of Detroit
Shelly Weakley, Central Ohio Technical College

REGION 6

Donna S. Wuerch, University of Manitoba

REGION 7

Brother James Bartos, Mt. Angel Seminary
Tom Easley, Eastern Oregon State College
Darci Leaf, Hamline University
Joseph L. Misiaszek, Pueblo Community College

REGION 8

Jan Blanchard, Ohlone College
Mark Davio, Biola University
Jonathan Meine, Loyola Marymount University
Gus Petropoulos, San Mateo County Community College
Ronald R. Ritucci, Stanford University
Edgar Torigoe, University of Hawaii-Hilo

POSITION ANNOUNCEMENTS

Manager, Analysis and Design University of Houston

Qualifications: B.S. in telecommunications, business, computer science or related field, 6-8 years experience in planning, design and troubleshooting networks; knowledge of Decnet/Ethernet design essential.

Send resume, references to:
Human Resources Department
ATTN: Telecommunications Positions
University of Houston
Houston, Texas 77204-2770
FOR DETAILS, CALL: (713) 749-4433.

Director of Network Systems University of Michigan

Qualifications: Superb communication, interpersonal and participatory management skills, knowledge of voice, data and video initiatives, progressively responsible leadership experience in networking, commitment to networked, multi-vendor environment, ability to provide leadership and management for design, implementation and operation of campus network, vision and knowledge for leadership to further regional, national, international networking, responsible for staff of 200 and budget of \$27.5 million.

Send resume by June 29 to:
Virginia Rezmierski, Ph.D., Assistant to Vice President for Information Tech.,
5004 Fleming Administration Bldg.,
Ann Arbor, Mich. 48109-1340.
FOR DETAILS, CALL (313) 763-0191.

University of Akron has new telephone prefix

Effective June 1, 1990, the University of Akron has a new telephone prefix, 972, formerly 375.

The last four digits of numbers do not change. For more information, call: (216) 972-7916.